



November 1, 2017

The following will serve as Amendment #1 to NYSIF's Request for Proposals (RFP) for Customer Relationship Management (CRM) System, bid number 2017-87-ADM. Material in this Amendment supersedes any contradictory material in the RFP.

- RFP Section 3.C. "Contract Approval" is hereby deleted in its entirety and replaced by the following:
 - "The contract between NYSIF and the successful Bidder will not be binding until it has been approved by the New York State Attorney General and the New York State Comptroller."
- RFP Section 4.A.1. "Mandatory Requirements" is hereby modified to read as follows:
 - "Bidder must complete the attached Appendix T, Vendor Security Survey. Appendix T, and any substantiating documents, even if included or referenced elsewhere in a bidder's response, must be submitted as one file and labeled separately in the electronic copy."
- RFP Section 4.B. "Technical Requirements" is hereby replaced with "Technical Specifications". Within Section 4.B., all instances of "Describe your ability to meet the following requirements" is hereby replaced with "Describe your ability to meet the following specifications."
- RFP Section 4.B. "Data Governance" is hereby modified to read as follows:
 - "The solution complies with NYSIF records retention regulations, provides robust audit logs. NYSIF maintains record history for all active customers. Inactive customer records are stored for 5 years following contract termination. After the 5 years following contract end records are archived."

Please note that the due date for the submission of bids **remains unchanged**.

All bids are due 11/29/17, by 2:00 p.m.(eastern).

Sincerely,

A handwritten signature in black ink that reads "Alexandria Romano".

Alexandria Romano
Contract Management Specialist